

CLAIMS

1. An establishment customer service system including:
a central processor disposed in the establishment;
one or more service terminals in communication with the central processor and disposed in the establishment proximate one or more customer locations of the establishment wherein each terminal is configured to display a menu presenting to the customer goods and/or services vendible by the establishment, each terminal including a menu item selector such that actuation of the selector by the customer causes an order signal to be transmitted to the central processor which returns an order confirmation signal, the order signal including information indicative goods and/or services desired by a customer; and
an automated payment device disposed in or adjacent each service terminal, the payment device configured for receiving payment for goods and/or services ordered by the customer and confirmed by the central processor;
wherein the ordered goods and/or services are provided to the customer once payment is made.
2. A service system according to claim 1 wherein each service terminal is mains powered and is in radio frequency communication with the central processor over a virtual private network.
3. A service system according to claim 1 wherein each terminal includes three display screens and the menu item selector is an input device.
4. A service system according to claim 1 wherein the menu on each terminal can be customised by a customer to display selected predetermined types of goods and/or services.
5. A service system according to claim 1 wherein the system monitors the goods and/or services provided to customers and manages establishment stock control.
6. A service system according to claim 1 wherein the automated payment device includes an EFTPOS terminal.
7. A service system according to claim 1 wherein each terminal is configured to provide customer gaming services and/or display advertising.
8. A service system according to claim 1 wherein the central processor is in communication with a franchise processor configured for controlling one or more central processors.

9. A method of providing a customer services system in an establishment, the method including the steps of:

- providing a central processor in the establishment;
- disposing one or more service terminals in the establishment proximate one or more customer locations, each terminal in communication with the central processor;
- configuring each terminal to display a menu presenting to the customers goods and/or services vendible by the establishment;
- providing a menu selector allowing a customer to orders selected goods and/or services;
- providing an order signal from the service terminal to the central processor including information indicative of the goods and/or services desired by the customer;
- providing an order confirmation signal from the central processor to the service terminal;
- providing an automated payment device on each service terminal for allowing a customer to pay for goods and/or services ordered through the terminal; and
- providing the customer with the ordered goods and/or services.

10. A method according to claim 9 including the step of allowing the customer to customise the menu to display predetermined types of goods and/or services.

11. A method according to claim 9 including the step of the central processor monitoring the goods and/or services provided by the establishment to customers and manages the establishment stock control in response.

12. A method according to claim 9 including the step of selectively displaying gaming services on each service terminal for use by a customer.

13. A method according to claim 9 including the step of displaying advertising on each service terminal.